



APPENDIX

BUSINESS WRITING COURSE

Business Writing Tips and
Format of Common
Correspondence



Business Writing Tips

Too Many Words

We often use too many words when we write. It is very important that business writing is concise and to the point.

Research shows that sentences should be no more than 17 words per sentence and paragraphs should be about five sentences.

TOO MANY	We decided that we would get an early start.
JUST RIGHT	We decided to get an early start.
TOO MANY	When the sun sets, the streetlights come on.
JUST RIGHT	The streetlights come on at sunset.
TOO MANY	The seats in which we sat at the Army-Navy game were on the forty-yard line, and they were at the top of the stadium.
JUST RIGHT	Our seats at the Army-Navy game were at the top of the stadium on the forty-yard line.

Too Many Big Words

Most people's vocabulary falls between an 8th and 10th grade level. Having a large vocabulary is great as long as others understand the words we are using. In business writing, don't use a long or difficult word when a short, simple one will work.

INSTEAD OF:	USE:
Irate	Angry
Vapid	Dull
Commence	Begin
Diminutive	Small
It is incumbent upon me	I must instead

Legalese/Jargon

Every occupation has its own jargon. Keep in mind that not everyone knows legal terminology. Consider your audience.

Is it possible to use a better-known word(s) instead?

INSTEAD OF:	USE:
Supersede	Replace
Subpoena	Order
Appellant	Person
Bequeath	Give
Writ	Court order
Replevin	Return of property

Use Bullets, Letters, or Numbers to Highlight

Consider if anything in a block of text can become a bulleted list.

Lists using bullets, letters, or numbers are easier to read. In addition, they force writers to organize their thoughts.

Lists draw attention to important information.

Bulleted List	Lettered List	Numbered List
<ul style="list-style-type: none"> • It is raining: <ul style="list-style-type: none"> ○ Cats <ul style="list-style-type: none"> ▪ Siamese ▪ Calicos ○ Dogs <ul style="list-style-type: none"> ▪ Beagles ▪ Corgis 	<ul style="list-style-type: none"> A. It is raining: <ul style="list-style-type: none"> a) Cats <ul style="list-style-type: none"> i. Siamese ii. Calicos b) Dogs <ul style="list-style-type: none"> i. Beagles ii. Corgis 	<ul style="list-style-type: none"> 1. It is raining: <ul style="list-style-type: none"> a. Cats <ul style="list-style-type: none"> i. Siamese ii. Calicos b. Dogs <ul style="list-style-type: none"> i. Beagles ii. Corgis

Punctuation

COMMAS



Use commas:

In a sentence where two complete thoughts are separated by the conjunctions <i>but</i> , <i>or</i> , <i>yet</i> , <i>so</i> , <i>for</i> , <i>and</i> , or <i>nor</i> .	
Example	Mr. Smith did not attend the meeting, but he did send his report. The office picnic was great, and the food was excellent.
To set off introductory words, clauses, and phrases.	
Example	Before we can reach our goal, we need additional revenue. When he read the memo, he was shocked.
Not Used	He was shocked when he read the memo.
To separate items in a series.	
NOTE: The last comma is optional, but in your writing you must be consistent. Either use the comma before the conjunctions every time or not at all.	
Example	We ate muffins, bagels, and eggs for breakfast.
To mark nonessential interrupters.	
Example	The supervisor, a volatile man, began shouting. Liz, who works very hard, will succeed.
Not Used	A person who works hard will succeed.
To separate consecutive adjectives where the comma is used instead of <i>and</i> .	
NOTE: To test for comma use, ask yourself if you could substitute the word <i>and</i> for the comma.	

Example	Mary is a thoughtful, attentive, careful writer. The old, grey, stained file was found in the box.
To set off the main elements in dates and places.	
Example	Lisa lives at 5 Main Street, Laurel, Maryland. June 22, 2004
Not Used	June 2004 or spring 2004
To prevent misreading.	
Example	Long before, he had written his will.
To set off the name of anyone you are addressing directly.	
Example	Let's end this report, Angela, with the financial status. Don't forget your coat, sir. Your Honor, I apologize for being late.
To set off direct quotations.	
Example	"No," she whispered, "it was Melissa."



Do not use commas:

- Between subject and verb.
Incorrect: The clerk behind the counter, was a friendly woman.
- After the last item of a series.
Incorrect: Joanne had scissors, staples, and tape, on her desk.

PERIODS



Use periods:

After declarative sentences (ones that make statements).	
Example	We learned many things in Nancy's class.
After indirect quotations in declarative-form sentences.	
Example	She wondered where he could have gone. Kate asked why her dinner order wasn't ready.
Not Used	Did Kate ask why her dinner order wasn't ready?
After polite requests phrased as questions.	
NOTE: A good test is to ask yourself if a negative reply would be reasonable. If so, use a question mark; if not, use a period.	
Example	Will you please mail me a catalog. Waiter, may I have the check. Will you please come by to discuss your promotion.
Not Used	May I borrow your car, Laura? Would you mind if I copied your paper?
After direct or mild commands.	
Example	Go to your meeting rooms now. Get out your policy manuals.
After most abbreviations. (Check your dictionary if you're not sure.)	
NOTE: If an abbreviation comes at the end of a sentence, use only one period. <i>The conference was in Washington, D.C.</i>	

Example	Ph.D., Maj. Wendy Jones, Ms. Carlson
Not Used	CIA, HUD, PX
In threes to show where something has been left out (ellipsis).	
Example	“Give me liberty, or...death.”
Add a fourth period if the ellipsis falls at the end of a sentence.	
Example	“Give me liberty....”

QUESTION MARKS



Use question marks:

After direct (not indirect) questions.	
Example	Did you go to jury duty?
To indicate the writer’s uncertainty.	
Example	When will you be in court?
Not Used	He asked when you will be in court. The judge’s decision (on April 23?) was an important event.
After each little question in an unlettered, unnumbered series.	
Example	Did you ask her about the trial? the lawyers? the jury?

EXCLAMATION POINTS



Use exclamation points:

After a forceful interjection, to show strong feeling.	
Example	Ouch! That hurt.
RARELY. Overuse of the exclamation point is considered a sign of immature writing. It is rarely used in business correspondence or other formal writing.	

COLONS



Use colons:

Before a long or formal quotation or statement.	
Example	The judge stood, looked at the plaintiff, and began: "In my opinion..."
Before a clarifying or illustrating item or series.	
Example	Bring three things to the meeting: a pencil, a pen, and a piece of paper. We have only one thing to fear: fear itself.
To introduce a list with an expression such as: for example, namely, that is, or following.	
Example	I need a few items, namely: a dictionary, a thesaurus, and a notepad.
After the salutation of a business letter.	

Example	Dear Mr. Johnson:
Between hour and minute, chapter, and verse.	
Example	12:05 p.m., John 3:16
To separate title from subtitle of a book.	
Example	<u>Grammar A-Z: Everything You Wanted to Know</u>
To represent the word <i>to</i> in a ratio.	
Example	10:1

SEMICOLONS



Use semicolons:

Between independent clauses (ones that stand alone as complete sentences) NOT joined by a conjunction.	
Example	Call me tomorrow; you can give me your answer then. I have a big test tomorrow; I can't go to dinner tonight.
If you find yourself looking at two independent clauses, ask yourself if the clauses are joined by one of these words: <i>and, but, or, not, for, so, or yet</i> . If they are, use a comma. If they are not, use a semicolon.	
NOTE: Some good writers use a semicolon between short independent clauses with no conjunction between, especially when they contrast.	
Example	The Finance Department approved the increase; the Marketing Department disapproved. She left; he stayed behind.

Between independent clauses joined by such words as: for example, for instance, that is, besides, accordingly, moreover, nevertheless, furthermore, otherwise, therefore, however, consequently, instead, and hence.	
Example	Tension rose at yesterday's meeting; nevertheless, everyone remained calm.
To separate a series of items when one item (or more) has internal commas.	
<p>NOTE: Do not use semicolons to separate items just because they follow a colon.</p> <p>Incorrect: Rita was chosen for three reasons: charm; poise; and wit.</p> <p>Correct: Rita was chosen for three reasons: charm, poise, and wit.</p>	
Example	We'll need paint, brushes, and thinner; nails, a hammer, and a saw; and two good carpenters.

APOSTROPHES



Use apostrophes:

Here's a tip: Think of the apostrophe as a pointer, or an arrow, pointing to the owner, or to the place where something is omitted.	
To show possessive case (not always actual ownership).	
Example	<p><i>The judge's courtroom</i> (The arrow/apostrophe points to judge, so we know that only one judge uses this courtroom.)</p> <p><i>The judges' courtroom</i> (The arrow/apostrophe points to judges, so we know ownership is shared — it's shared by two or more judges.)</p> <p><i>Where is the men's room?</i></p> <p><i>Can you point me to the Joneses' house?</i></p> <p><i>Woman's room</i> (It belongs to one woman)</p> <p><i>Women's room</i> (Be careful: women is plural, womens' would be incorrect, so would mens'.)</p>

NOTES: Since writers vary in the use of the apostrophe, it is not possible to make a definite rule about the apostrophe with singular words ending in s. Let Webster's New World Dictionary be your guide. It allows you to use either an apostrophe and an s or just an apostrophe to make the word plural.

Boss ⇒ Boss's or Boss'

Hughes ⇒ Hughes's or Hughes'

The possessive case doesn't always mean real ownership. The pointer arrow rule still applies, though:

- A day's work
- Two days' work
- One hour's time
- Three hours' time
- One cent's worth
- Five cents' worth

When two (or more) co-owners are identified separately, you can show possession by the last owner named or by each owner — your choice.

Example

Last owner named: *Bill and Kathy's son*

Both: *Bill's and Kathy's son*

When the possessive case applies to each noun separately, each takes the possessive form.

Example

Anna's and Michael's cars (Each has separate ownership of at least one car.)

Mark's and Amy's school grades

At the end of a compound noun.

Example

My mother-in-law's kitchen

The secretary-treasurer's report

The attorney general's decision (one attorney general made this decision)

BUT: *Both attorneys general decided...* (more than one decided)

In contractions, to show (usually by pointing to the place) where something has been left out:

- Isn't
- Don't
- '94
- Blizzard of '96
- Summer of '87

With some plurals:

- Dot your i's and cross your t's.
- Mind your p's and q's.
- I don't want to hear any if's, and's, or but's.



Do not use apostrophes:

- With possessive nouns, such as *ours*, *yours*, *theirs*, *hers*, *its* (*it's* means *it is* or *it has*).
- With capital letters and abbreviations ending with capital letters. Just add an s, no apostrophe.
 - Three Rs
 - VIPs
 - YWCAs
 - MBAs
 - V.P.s or VPs
 - Ph.D.s or PhDs

NOTE: Organizations may choose to leave out an apostrophe in their name, such as: *Citizens Bank*, *Officers Club*, and *Ladies Aid*. Make sure to double-check for this when referencing organizations like the examples above, so that you match the punctuation they use.

QUOTATION MARKS



Use quotation marks:

To enclose someone else's exact words.	
NOTE: Long or formal quotations are often centered (indented from both sides), with no quotation marks.	
Example	"Yes," she said, "I volunteer."
To enclose parts (not wholes) of publications.	
Example	"The Raven" is in the <u>Collected Works of Poe</u> . The "Style" section of <u>The Washington Post</u> .
To enclose slang words or words used in an unusual sense.	
Example	The teacher used a paddle to "encourage" his students.
To enclose items for special attention.	
Example	We were impressed by Tara's "can do" attitude.
To eliminate confusion by separating numbers and numerals.	
NOTE: These are sometimes italicized or underlined instead.	
Example	There are two "2s" in that sentence.

Using quotation marks with other punctuation marks:

Most of the time: Periods and commas go inside the closing quotes. (Remember: they're small so they slip inside easily.)	
Example	She said "No," but later said "Maybe."
Exception to above: Periods and commas go outside of quotes for alphabetical letters or figures.	
Example	She went to gate "A", but her ticket indicated the proper entrance was "L".
Semicolons and colons (bigger) go outside.	
Example	She said "Never"; I think that's her final answer.
Question marks and exclamation marks go with the words that ask the question or show emotion.	
Example	Did he say "Yes"? He asked, "Is that really true?" "Let's get out of here — the pressure gauge reads '1800!'" The defendant then pulled out a gun and yelled, "Stop!"
Use single quotes for a quote within a quote.	
Example	Michelle recounted, "The card said, 'Congratulations on your promotion.'"



Do not use quotation marks with:

- Indirect quotations.
 - **Correct:** Jennifer said that she'll run the meeting.
 - **Incorrect:** Jennifer said that "she'll run the meeting."
- Well-known or humorous expressions.
 - **Incorrect:** We must "use some elbow grease" to get the job done.

Subject and Verb Agreement

The subject and verb must agree in number.

Both must either be plural or singular.

Find the verb, then ask, "Who or what (verb)?"



The commissioner, along with three deputies, **was** at the scene.

Take the verb **was**. Ask, "Who was?" Answer: **the commissioner**.

The report on budgetary shortages, personnel issues, and technical problems **will be presented** in detail.

Take the verb **will be presented**. Ask, "What will be presented?" Answer: **the report**.

Compound subjects joined by *and* generally take a plural verb.

Example: The president and the vice president are available for interviews.

Compound subjects joined by *or/nor* are plural if the subject nearest the verb is plural or if both subjects are plural.

Example: Neither the students nor the teachers are coming.

Compound subjects joined by *or/nor* are singular if the subject next to the verb is singular or if both subjects are singular.

Example: Either the judge or the law clerk is expected to arrive after lunch.

If the words *each, every, either, neither, one, another, and much* are a singular subject, they will take a singular verb.

Example: Each has a set of clear-cut responsibilities.

Subject and Verb Agreement with Prepositional Phrases

If a prepositional phrase comes after the subject, do not consider the prepositional phrase part of the subject.



Example: Glitches in my computer software.

Glitches is the subject. The prepositional phrase is in my *computer software*.
Glitches is plural, so your verb must be plural.

Example: A family of birds.

A family is the subject. The prepositional phrase is of birds. A family is singular, so your verb must be singular.

Don't be fooled into thinking that subjects like "*a family*" are plural. Although they are composed of many things, they are one entity. The same is true for subjects such as: *a group, a series, a coalition, a committee, a selection, a list, a couple, a jury, etc.* These are called collective nouns.

Correct Example: Glitches in my computer software are causing delay.

Correct Example: A family of birds lives outside my office window.

In the above examples, it is tempting to look at the noun next to the verb and make the verb agree with that noun. Don't fall into that trap.

Incorrect Example: Glitches in my computer software is causing delay.

Incorrect Example: A family of birds live outside my office window.

Spelling

I BEFORE E

Except when your foreign neighbor Keith receives eight counterfeit beige sleighs from feisty caffeinated weightlifters. Weird...

- Freight, height, weight, either, neither, leisure, and seize are exceptions.

SILENT E HELPS A VOWEL SAY ITS NAME

- When a word ends with a silent *e*, it typically helps the vowel that comes two letters before it say its name.

Example: *Rid* turns into *ride*, *cub* turns into *cube*, and *mad* turns into *made*.

WHEN TWO VOWELS GO WALKING, THE FIRST ONE DOES THE TALKING.

- When there are two vowels in a row, the first one usually has a long sound, and the second is silent.
- **Example:** *Boat*, not *Baot*; *Team*, not *Taem*; *Wait* not *Wiat*

MNEMONICS

A fancy word for memory aids

- Loose as a goose. (Rhyming)
- There is **a rat** in *separate*. (Look for words within words)
- What sound would you emit in a cemetery? "Eee!" (Cemetery has three e's)
- Dessert has an extra "s" for "sweetness."

Use these techniques for words you have difficulty spelling.

Homophones

Homophones sound the same when spoken, but they have different spellings and different meanings. Spell check on your computer won't help you with these.

Here are a few examples:

Accept (to receive)	Except (excluding)	Ad (advertisement)	Add (short for addition)
Affect (to influence)	Effect (result)	Aid (to assist)	Aide (an assistant)
Aisle (walkway)	Isle (island)	All ready (completely prepared)	Already (previously)
Allusion (indirect reference)	Illusion (misconception)	Ant (insect)	Aunt (parent's sister)
Band (a group)	Banned (forbidden)	Capital (city)	Capitol (wealth / resources)
Climactic (great intensity)	Climatic (weather conditions)	Compliment (expression of praise)	Complement (something that completes)
Counsel (give advice)	Council (a committee)	Days (plural of day)	Daze (to bewilder)
Die (to become dead)	Dye (coloring agent)	Elicit (to bring out)	Illicit (unlawful)
Emigrate from (leave one country)	Immigrate to (enter another country)	Ensure (to assure)	Insure (to protect against)
Fair (even-handed)	Fare (payment)	Guerrilla (military soldier)	Gorilla (large ape)
Its (possessive pronoun)	It's (it is or it has)	Knead (working bread dough)	Need (must have)
Mail (postal delivery)	Male (masculine person)	Principal (head person or sum of money)	Principle (a basic truth)

Scene (visual location)	Seen (past tense of saw)	Stationary (not moving)	Stationery (papers for letter writing)
Than (a comparison)	Then (shows time)	Your (possessive adjective that shows ownership)	You're (contraction of phrase <i>you are</i>)

the r 
Their frisbee is orange.


there 
There is a dog chasing a frisbee.

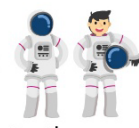
they're 
They're riding bikes.

your 
Your dog is cute.

you're 
You're a cat magnet!

to 
To infinity and beyond!

too 
The alien decided to abduct a rhinoceros too, but it was too heavy to beam up.

two 
Two astronauts are going to the moon.

it's 
It's a cheetah, not a leopard.

its 
We saw a cheetah running with its cub.

NUMBERS

Spell out numbers one through nine; use numerals beyond nine.

Examples: There are enough parking spaces for seven cars.

Only 27 supervisors arrived for the training.

Spell out a number at the beginning of a sentence.

Example: Fifty thousand brochures were mailed.

Numerals are used for dates, times of day, house numbers, page numbers, percentages, decimals, degrees, money, etc.

May 2, 1998	39% (or 39 percent)
2:15 p.m.	3.1416
10 Downing Street	90°
page 7	\$6.88

Ordinal numbers are usually spelled out.

- Third column
- Fifteenth street
- The second verse
- The sixteenth century

Capitalization Guidelines

Capitalize **proper nouns** (person, place, or thing).

Example: **Johnny Johnson**, a local man, has visited every state in the **United States**, except **Alaska**.

Do not capitalize **common nouns**.

administrator	judicial assistant	clerk
state governor	judge	chief judge
magistrate	court	bailiff

Capitalize **proper adjectives**. Proper adjectives are formed from a proper noun.

PROPER NOUNS	PROPER ADJECTIVES
Africa	African
America	American
England	English
Europe	European
Greece	Greek

Capitalize the **title of a person when it comes before a name**.

Chief Judge Barbera	Superintendent Marks
Major Wilton	Vice President Morris

Exceptions: ex-President Jones, Governor-elect Smith

When a **title is used instead of a person's name**, it is usually capitalized.

Hello, Judge.	I'll be there, Coach.
I'm fine, Doctor.	Yes, Prime Minister.

Capitalize the **first word and other important words** in titles of publications, poems, art works, etc.

<i>The Grapes of Wrath</i>	<i>This American Life</i>
<i>The Old Man and the Sea</i>	<i>The Wall Street Journal</i>

When to capitalize *north, south, east, or west*:

DO NOT CAPITALIZE COMPASS DIRECTIONS	CAPITALIZE PROPER NOUNS/ADJECTIVES, REGION, OR GEOGRAPHIC AREAS
We drove south.	She's from the South.
The tornado went east.	North Carolina is north of South Carolina.
Drive north for 5 miles.	The East Coast was struck by a blizzard.

Do not capitalize the seasons: *this winter, last spring*.

Do not capitalize *black* or *white* as racial terms.

When should you capitalize common noun names of family relatives?

DO NOT CAPITALIZE IF PRECEDED BY A POSSESSIVE PRONOUN OR AS A TERM OF ENDEARMENT	CAPITALIZE IF USED AS A SUBSTITUTE FOR A PERSON'S NAME OR WITH A NAME
She is going to dinner with her mother.	She is going to dinner with Mother.
His father likes playing the guitar.	He likes playing guitar with Father.
My aunt is the best!	I attended Aunt Jill's wedding.

Capitalize the first word in any sentence, the first word of a formal statement following a colon, and the first word of a direct quotation.

- *The following statement was released to the press: "We hereby..."*
- *Ellen said, "Your sister is her own worst enemy."*

Do not capitalize the first word of a quoted sentence fragment: *I agree with Ellen's remark that my sister is "her own worst enemy."*

Common Correspondence Formats

Sample Letter – Full Block Format

November 10, 2021

} 3 - 4 lines

Ms. Debra Writer
Sunnyvale Times
123 Main Street
Letter, Texas 22222

} 1 line

Dear Ms. Writer:

} 1 line

I received your request for a reserved parking space in front of the courthouse. Unfortunately, I am unable to grant your request.

} 1 line

Parking in front of the courthouse is reserved for police vehicles, employees, and visitors. Because our lot is very small, no reporter has reserved parking privileges.

} 1 line

In October, I plan to form a committee to research alternatives to the parking issue. I invite you, Debra, to be a part of that committee. Until a solution is found, parking is available in the lot located on Oak Drive.

} 1 line

Sincerely,

} 3 lines

Bruce G. Smith
County Clerk

} 1 line

BGS/nk

Format Notes

All lines are set flush with the left margin.

No paragraphs are indented.

Sample Letter – Modified Block Format

November 10, 2021

} 3 - 4 lines
Ms. Debra Writer
Sunnyvale Times
123 Main Street
Letter, Texas 22222

} 1 line

Dear Ms. Writer:

} 1 line

I received your request for a reserved parking space in front of the courthouse.

Unfortunately, I am unable to grant your request.

} 1 line

Parking in the thefront of the courthouse is reserved for police vehicles, employees, and visitors. Because our lot is very small, no reporter has reserved parking privileges.

} 1 line

In October, I plan to form a committee to research alternatives to the parking issue. I invite you, Debra, to be a part of that committee. Until a solution is found, parking is available in the lot located on Oak Drive.

} 1 line

Format Notes

Date is slightly to the right of the page's center.

Inside address, salutation, and paragraphs flush with left margin.

Complementary close and signature line aligned with the date.

Sincerely,

} 3 lines

Bruce G. Smith

County Clerk

} 1 line

BGS/nk

Standard Memo Format

MEMORANDUM

TO: Abraham Brown
Clerk, Some County Circuit Court

If to an individual, use full name on first line and title on second line. If to staff in general, by standard distribution list.

FROM: Mary White
Human Resources Associate

Your full name on first line and title on second line.

SUBJECT: Request for Additional Staffing Information

Brief statement of the content of this memo stated in fewest words possible; use initial capitals on all words but "of, the, and"; not in full sentence

DATE: November 10, 2021

Date can also be placed before To or before Subject.

BEGINNING PARAGRAPH: *Why are you writing this memo? One or, at most, two sentences should state the purpose (e.g., to respond to a request, assign work, establish a deadline, inform a reader of a new program, etc.). If a response, briefly cite the original request in enough detail to "jog" the recipient's memory.*

MIDDLE PARAGRAPH(S): *Provide the facts on the topic covered. Each paragraph starts with an "umbrella" sentence that tells the reader what will be covered in that paragraph.*

ENDING PARAGRAPH: *Tells the recipient (1) what, if any, is the next action to occur (e.g., gives the deadline, suggests alternatives the recipient could explore, advises of soon to be published information, etc.) and (2) states the name and phone number (and e-mail or fax number, if appropriate) of the person to be called if the recipient has any further questions or concerns.*

Attachment or Enclosure

If there are any, include this word to alert the recipient.

cc:

List by name or title those individuals who have a need to know about this memo. If you intend to put a copy in the recipient's personnel file, you must add a "cc: Personnel File."

Sample Memo

MEMORANDUM

DATE: November 8, 2022

TO: Honorable Davis Jones
Sample County Circuit Court

FROM: Ben Whitaker
Maintenance Supervisor

SUBJECT: Upcoming Courthouse Parking Lot Repairs

The courthouse's main parking lot between Example and Some Street is scheduled for maintenance on Thursday, November 15 and Friday, November 16. The entire parking lot will be closed.

Please be mindful of the traffic signs and cones. Plan accordingly with your staff to allow for additional time to find alternate parking.

Please note that in the case of inclement weather or other delays the repair may be rescheduled. You will be notified if the date changes.

Thank you for your patience and if you have any questions, please call me at 888-555-1234.

cc: Alan Rodriguez, Maintenance Director

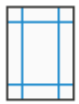
Reminders for Writing Letters and Memos

When sending correspondence to a titled person, be sure to obtain the correct title. (e.g., Honorable, Chief Judge, Ambassador, etc.)

A font size of 12 point should be used for business correspondence.

The following fonts are acceptable for business communication: Arial, Calibri, Tahoma, Verdana, Caslon, Minion, Palatino, and Times New Roman.

A one-inch margin should be kept around an entire business letter or memo.



Normal

Top: 1"

Bottom: 1"

Left: 1"

Right: 1"

Be sure to leave enough room to accommodate the letterhead.

Use left  or full  justification.

If "cc" is used at the end of a document to indicate that the document is being "carbon copied" to others, the person with the highest title should appear at the top (e.g., Chief Justice Fader). The names should appear in descending order thereafter.

If a copy of the document is to be placed in the employee's personnel file, the document must read "cc: Personnel File."

If the memo or letter requires a second page, the following should be in the upper left corner:

Recipient's Name

Page Number

Date